U.S. General Services Administration

GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

Code H: Professional Services
Subcategory: Financial Services
SIN 561440: Debt Collection

Contract Number: 47QRAA22D002T

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: December 2, 2021 through December 1, 2026
Pricelist current as of Modification PA-0003 Effective August 15, 2022

Contractor: Continental Service Group, Inc. d/b/a ConServe
200 CrossKeys Office Park
Fairport, NY 14450-3510
Telephone: 800-724-7500
Fax Number: 585-421-1028
Web Site: www.conserve-arm.com

Contract Administration: Tammy Worden
Telephone: 800-724-7500
E-mail: ConServeGSAContractAdmin@conserve-arm.com

Business Size: Other than Small Business
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>561440</td>
<td>561440RC</td>
<td>Debt Collection</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced service: See service pricing below.

Regular Collection 23%
Loan Rehabilitation 16.45%
Loan Consolidation 11.97%
Administrative Wage Garnishment 20%
Litigation Preparation Fee $100.00/per unit
Administrative Resolution $109.72/per unit

1c. Lowest price labor category: Please refer to Page #4, Special Item Number (SIN) 561440 - Debt Collection Services Labor Category Descriptions and Pricelist.

2. Maximum order:
   Special Item No. 561440 - $1,000,000
   Special Item No. OLM - $250,000

*Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. Minimum order: $100.00

4. Geographic coverage (delivery area): Domestic

5. Point(s) of production (city, county, and State or foreign country): Fairport, NY, United States

6. Discount from list prices or statement of net price: Government Net Prices (discounts already deducted).

7. Quantity discounts: None

8. Prompt payment terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.*: Net 30

9. Foreign items: None

10a. Time of delivery: Negotiated at the order level

10b. Expedited Delivery: Please contact the Contractor for availability and rates.
10c. **Overnight and 2-day delivery**: Please contact the Contractor for availability and rates.

10d. **Urgent Requirements**: Please contact the Contractor for availability and rates.

11. **F.O.B. point(s):** Destination

12a. **Ordering address**:

   200 CrossKeys Office Park
   PO Box 7
   Fairport, NY 14450

12b. **Ordering procedures**: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment address**:

   200 CrossKeys Office Park
   PO Box 7
   Fairport, NY 14450

14. **Warranty provision**: Not applicable

15. **Export packing charges, if applicable**: Not applicable

16. **Terms and conditions of rental, maintenance, and repair (if applicable)**: Not applicable

17. **Terms and conditions of installation (if applicable)**: Not applicable

18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**: Not Applicable

18b. **Terms and conditions for any other services (if applicable)**: Not Applicable

19. **List of service and distribution points (if applicable)**: Not Applicable

20. **List of participating dealers (if applicable)**: Not Applicable

21. **Preventive maintenance (if applicable)**: Not Applicable

22a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)**: Not Applicable

22b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at**: [www.Section508.gov](http://www.Section508.gov); Not Applicable
23. **Unique Entity Identifier (UEI) number:** FBJQBCC38AY4

24. **Notification regarding registration in System for Award Management (SAM) Database:** Continental Service Group, Inc. is registered and active in SAM.

**Special Item Number (SIN) 561440 - Debt Collection Services**

**Labor Category Descriptions and Pricelist**

**Regular Collections**
Type of debt collection that is relative to standard collection practices on accounts delinquent over 60 days from the date of the last payment, includes loan consolidations, skip-tracing, telephone contacts, notification letters and administrative wage garnishments activities. Security Clearance Required.

**Required Licenses or Certifications:** State Collections Licensure

**Minimum Experience:** 0

**Minimum Education:** High School Diploma/GED

**Loan Rehabilitation**
Type of repayment program that allows consumers to have their loans taken out of default after 9 consecutive on-time agreed upon payments and the credit report updated to remove the default. Security Clearance Required.

**Required Licenses or Certifications:** State Collections Licensure

**Minimum Experience:** 0

**Minimum Education:** High School Diploma/GED

**Loan Consolidation**
Type of repayment program that allows consumers to consolidate loans into one new loan. Security Clearance Required.

**Required Licenses or Certifications:** State Collections Licensure

**Minimum Experience:** 0

**Minimum Education:** High School Diploma/GED

**Administrative Wage Garnishment**
Delinquent accounts eligible for garnishment of a debt by an agency or financial institution. Security Clearance Required.

**Required Licenses or Certifications:** State Collections Licensure

**Minimum Experience:** 0

**Minimum Education:** High School Diploma/GED
Litigation Preparation Fee
Type of debt collection that is no longer able to be serviced through standard collection practices and is prepared for Law Firm collection. Security Clearance Required.

Required Licenses or Certifications: State Collections Licensure
Minimum Experience: 0
Minimum Education: High School Diploma/GED

Administrative Resolution Fee
Delinquent accounts eligible for full, non-discretionary write-off of a debt by an agency or financial institution (examples include death, total or permanent disability, bankruptcy, incarceration, no longer in business, etc). Security Clearance Required.

Required Licenses or Certifications: State Collections Licensure
Minimum Experience: 0
Minimum Education: High School Diploma/GED

<table>
<thead>
<tr>
<th>LABOR CATEGORY/SERVICE TITLE</th>
<th>UOI</th>
<th>Site</th>
<th>GSA Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Collections</td>
<td>percentage of total dollars collected</td>
<td>Contractor Facility</td>
<td>23%</td>
</tr>
<tr>
<td>Loan Rehabilitation</td>
<td>percentage</td>
<td>Contractor Facility</td>
<td>16.45%</td>
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<td>20%</td>
</tr>
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<td>per unit</td>
<td>Contractor Facility</td>
<td>$100.00</td>
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</tr>
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Service Contract Labor Standards (SCLS) Matrix

The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.